



HealthTalk

Your journey to better health



What's inside

It's time for your annual flu shot. Find out where to get one by using our flu shot location finder. Learn more on page 2.

Medicaid renewal

Don't lose coverage

Medicaid members need to renew their coverage every year. This process is called "redetermination." Your state will reach out and tell you when it is time to renew.

Make sure the state can reach you. Be sure they have your current address, email, and phone number.

It is important to respond when the state contacts you. If you don't, you risk losing your health plan.



We're here to help

Learn more at
uhc.com/staycovered.

Health + wellness

Fight the flu

It's time for your annual flu shot

It is important to get a flu shot every year. It is recommended for everyone 6 months and older. Here are 3 reasons why:

1. It protects you from getting sick with the flu.
2. If you do get the flu, your symptoms will be less severe.
3. It also protects your family from getting the flu. When everyone gets the flu shot, it makes it harder for the flu to spread.



Get your flu shot today. There is no cost to you. Use our online tool that makes it easy to schedule one. Visit **myuhc.com/findflushot**.

Your member handbook is updated annually. Find it on **myuhc.com/communityplan**.

It includes our Notice of Privacy Practices and Notice of Non-discrimination. They may also be found online at **uhc.com/privacy** and **uhc.com/legal**.



Extra benefits

Get no-cost rides to medical visits

If you're an eligible member of UnitedHealthcare® Community Plan, your benefits may include non-emergency transportation. And there is no cost to you.

That means you can get rides to covered medical appointments – like primary care provider (PCP), maternity, vision, dental, mental health and substance use visits.

To plan your ride, or to see if you're eligible, use the **UnitedHealthcare® app** or visit **myuhc.com/transportation**.

Screening for breast cancer

Breast cancer screening means checking a woman's breasts for cancer before there are signs of the disease, like lumps. Breast cancer screening cannot prevent breast cancer, but it can help find it early, when it is easier to treat. Screening is recommended for women between the ages of 40-74.¹ Talk to your primary care provider about which breast cancer screening tests are right for you, and when you should have them.

Quitting is worth it

Most people know smoking is dangerous. But did you know that cigarette smoking causes nearly 1 in 5 deaths each year in the U.S.?²

The good news is quitting smoking improves health, lowers the risk of 12 types of cancer and can add as much as 10 years to your life.³

Even though quitting is hard, you can get tools and support to help you do it.

Tips to help you quit:

- Make a list of reasons to quit
- Pick a quit date and tell all your friends and family
- Get rid of your cigarettes and lighters
- Ask people not to smoke around you
- Use nicotine replacements like patches or gum

Supporting your plan to quit. Chat with an advocate through myuhc.com/communityplan or the **UHC mobile app**. Or call National Quit Connect toll-free at **1-800-784-8669**.



Controlling your blood pressure

Blood pressure is how hard your blood pushes against your artery walls. It goes up and down throughout the day. But if it often stays at 130/80 or higher, that could mean you have high blood pressure, also called hypertension.

That's something to take seriously—because it can lead to problems like heart attacks, strokes, kidney issues, and even vision loss. It's important to know your blood pressure numbers and have regular visits with your primary care provider (PCP). Together you can make a plan to keep your blood pressure in check.

¹cdc.gov/breast-cancer/screening/

²cdc.gov/tobacco/about

³cdc.gov/tobacco/about/benefits-of-quitting

We're here to help

Access your plan 24/7

Find the information and support you need when and where you need it.

UnitedHealthcare App:

Download on the App Store® or Google Play™

Our member website:

myuhc.com/communityplan

Member Services:

Toll-free **1-866-785-1628**, TTY **711**

Get help with your questions and concerns.

Find a health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language.

NurseLine:

Toll-free **1-877-503-1267**, TTY **711**

Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you.

Care Management:

Toll-free **1-866-785-1628**, TTY **711**

or call your Care Coordinator directly.

Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more.

Assurance Wireless:

assurancewireless.com/buhc

Get 4.5GB of high-speed data, 3000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for \$20.

Self Care by AbleTo:

ableto.com/begin

This Self Care app gives you emotional health tools like meditations, breathing exercises, videos, and more at no cost.

Go digital:

myuhc.com/communityplan/preference

Sign up for email, text messages and digital files to receive your health information more quickly.

Community Resources:

uhc.care/HTCommResources

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

Notice of nondiscrimination

In accordance with applicable federal civil rights laws, our company does not discriminate on the basis of race, color, national origin, age, or disability and, in some cases, religion or political beliefs.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call the toll-free number on your member identification card (TTY **711**).

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130

UHC_Civil_Rights@uhc.com

If you need help filing a complaint, call the toll-free number on your member identification card (TTY **711**).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

Phone: **1-800-368-1019, 800-537-7697** (TDD)

Mail: U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

This notice is available at

<https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice>.

Notice of availability of language assistance services and alternate formats

English: ATTENTION: If you speak English, free language assistance services and free communications in other formats, such as large print, are available to you. Please call the toll-free number on your member identification card.

Arabic: تنبيه: إذا كنت تتحدث اللغة العربية، فتوجد هناك خدمات مساعدة لغوية مجاناً ورسائل مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. يُرجى الاتصال بالرقم المجاني المدون على بطاقة تعريف العضو الخاصة بك.

Chinese: 注意: 如果您說中文, 免費語言協助服務和其他格式 (例如大字版) 的免費通訊可提供給您。請撥打會員身份識別卡上的免付費電話。

Farsi: توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات کمکی زبان رایگان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. لطفاً با شماره رایگان درج شده در پشت کارت شناسایی اعضا تماس بگیرید.

French: ATTENTION : Si vous parlez français, des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Veuillez composer le numéro gratuit figurant sur votre carte de membre.

German: HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, wie in Großdruck, zur Verfügung. Rufen Sie bitte die kostenfreie Nummer auf Ihrem Mitgliedsausweis an.

Japanese : 注意 : 日本語を話される場合は、無料の言語支援サービスや、大きな活字などの他の形式での無料コミュニケーションをご利用いただけます。会員IDカードに記載されているフリーダイヤル番号までお電話ください。

Korean: 참고: 귀하가 한국어를 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다. 가입자 식별 카드에 기재된 무료 전화번호로 전화하십시오.

Nepali: ध्यान दिनुहोस्: यदि तपाईं नेपाली बोल्नुहुन्छ भने, ठूलो अक्षर जस्ता अन्य ढाँचाहरूमा निःशुल्क भाषा सहायता सेवाहरू र निःशुल्क सञ्चार सेवाहरू तपाईंको लागि उपलब्ध छन्। कृपया तपाईंको सदस्यता परिचय कार्डमा भएको टोल-फ्री नम्बरमा फोन गर्नुहोस्।

Romanian: ATENȚIE: Dacă vorbiți limba română, aveți la dispoziție servicii de asistență lingvistică gratuită și opțiuni de comunicare gratuite într-un alt format, precum text cu caractere mari. Vă rugăm să sunați la numărul de telefon gratuit de pe legitimația dvs. de membru.

Russian: ВНИМАНИЕ! Если Вы говорите по-русски, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например, крупным шрифтом. Позвоните по номеру телефона для бесплатных звонков, указанному на Вашей идентификационной карточке участника.

Serbo-Croatian: PAŽNJA: Ako govorite srpsko hrvatski jezik, dostupne su vam besplatne usluge jezične pomoći i besplatna komunikacija u drugim formatima, kao što je velika tiskana slova. Molimo nazovite besplatni broj naveden na vašoj članskoj iskaznici.

Spanish: ATENCIÓN: Si habla español, están disponibles servicios de asistencia de idiomas gratuitos y comunicaciones gratuitas en otros formatos, como letra grande. Llame al número gratuito en su tarjeta de identificación de miembro.

Swahili (Bantu): ANGALIA: Ikiwa unazungumza Kiswahili, huduma za usaidizi wa lugha bila malipo na mawasiliano bila malipo katika miundo mingine, kama vile maandishi makubwa, zinapatikana kwako. Tafadhali piga simu kwa nambari isiyolipishwa iliyo kwenye kadi yako ya kitambulisho cha mwanachama.

Tagalog: ATENSYON: Kung nagsasalita ka ng Tagalog, may makukuha kang mga serbisyong libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print. Pakitawagan ang libreng numero sa iyong kard ng pagkakakilanlan ng kasapi.

Vietnamese: CHÚ Ý: Nếu quý vị nói tiếng Việt, quý vị sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí và các định dạng thông tin miễn phí khác như bản in khổ lớn. Vui lòng gọi số miễn cước trên thẻ nhận dạng hội viên của quý vị.